

Appl. No. 10/053,767
Reply to Office Action of April 05, 2006

IN THE CLAIMS

1. – 23. (Cancelled)

Please add new claims 24-36 as follows:

24. (New) A method for handling an interrupted transaction during operation of a multi-channel application comprising a number of workflow dimensions and being capable of operating over a plurality of channels in a multi-channel system, comprising:

transmitting a first request from a first-type of device for a first session with the multi-channel application over a first channel, wherein the first request comprises a unique identifier associated with a user of the first-type of device;

associating the first-type of device with the unique identifier such that the first-type of device is designated a first-type of registered device;

instantiating the multi-channel application for operation with the first-type of registered device over the first channel by enabling selected ones of the workflow dimensions used by the application when operating with the first-type of registered device over the first channel;

storing session data while the first-type of registered device communicates with the multi-channel application over the first channel, and associating the session data with the unique identifier;

transmitting, if the first session is interrupted before completion of the transaction, a second request to continue the transaction via a second-type of registered device over a second channel, wherein the second request includes the unique identifier;

presenting the user with an option to continue the transaction from a previous point of execution of the multi-channel application; and

reconstructing the transaction up to the previous point of execution of the multi-channel application based on the stored session data; and

continuing the transaction with the multi-channel application over a second channel by instantiating the multi-channel application for operation with the second-type of registered

Appl. No. 10/053,767
Reply to Office Action of April 05, 2006

device over the second channel by enabling other selected workflow dimensions used by the application when operating with the second-type of registered device over the second channel.

25. (New) A method according to claim 24, wherein the second-type of registered device is different than the first-type of registered device.

26. (New) A method according to claim 24, further comprising:
displaying a first personalized interface on the first-type of registered device during the first session with the multi-channel application over the first channel; and
displaying a second personalized interface on the second-type of registered device.

27. (New) A method according to claim 24, wherein the second channel comprises a different medium than the first channel.

28. (New) A method according to claim 24, wherein the session data comprises transaction specific information regarding the transaction.

29. (New) A method according to claim 28, wherein the transaction specific information comprises at least one of current state information associated with a workflow path of the transaction and memory objects associated with the transaction.

Appl. No. 10/053,767

Reply to Office Action of April 05, 2006

30. (New) A system for handling an interrupted transaction during operation of a multi-channel application capable of operating over a plurality of channels in the system, the system comprising:

a first-type of device configured to transmit a first request for a first session with the multi-channel application over a first channel, wherein the first request comprises a unique identifier associated with a user of the first-type of device;

a server configured to serve different instantiations of the multi-channel application, wherein the multi-channel application comprises a number of workflow dimensions; wherein the server is further configured to:

receive the first request,

associate the first-type of device with the unique identifier such that the first-type of device is designated a first-type of registered device,

instantiate the multi-channel application for operation with the first-type of registered device over the first channel by enabling selected ones of the workflow dimensions used by the application when operating with the first-type of registered device over the first channel, and

store session data during the first session while the first-type of registered device communicates with the multi-channel application over the first channel, and associating the session data with the unique identifier; and

a second-type of registered device configured to transmit a second request to the server to continue the transaction via a second-type of registered device over a second channel, if the first session is interrupted before completion of the transaction, wherein the second request includes the unique identifier, and

wherein the server is further configured to:

present the user with an option to continue the transaction from a previous point of execution of the multi-channel application,

reconstruct the transaction up to the previous point of execution of the multi-channel application based on the stored session data, and

continue the transaction with the multi-channel application over a second channel by instantiating the multi-channel application for operation with the second-type of

Appl. No. 10/053,767
Reply to Office Action of April 05, 2006

registered device over the second channel by enabling other selected workflow dimensions used by the application when operating with the second-type of registered device over the second channel.

31. (New) A system according to claim 30, wherein the second-type of registered device is different than the first-type of registered device.

32. (New) A system according to claim 30, wherein the first-type of registered device is configured to display a first personalized interface during the first session with the multi-channel application over the first channel.

33. (New) A system according to claim 30, wherein the second-type of registered device is configured to display a second personalized interface, and to store other session data while the second-type of registered device communicates with the multi-channel application over the second channel.

34. (New) A system according to claim 30, wherein the second channel comprises a different medium than the first channel.

35. (New) A system according to claim 30, wherein the session data comprises transaction specific information regarding the transaction.

36. (New) A system according to claim 35, wherein the transaction specific information comprises at least one of current state information associated with a workflow path of the transaction and memory objects associated with the transaction.